

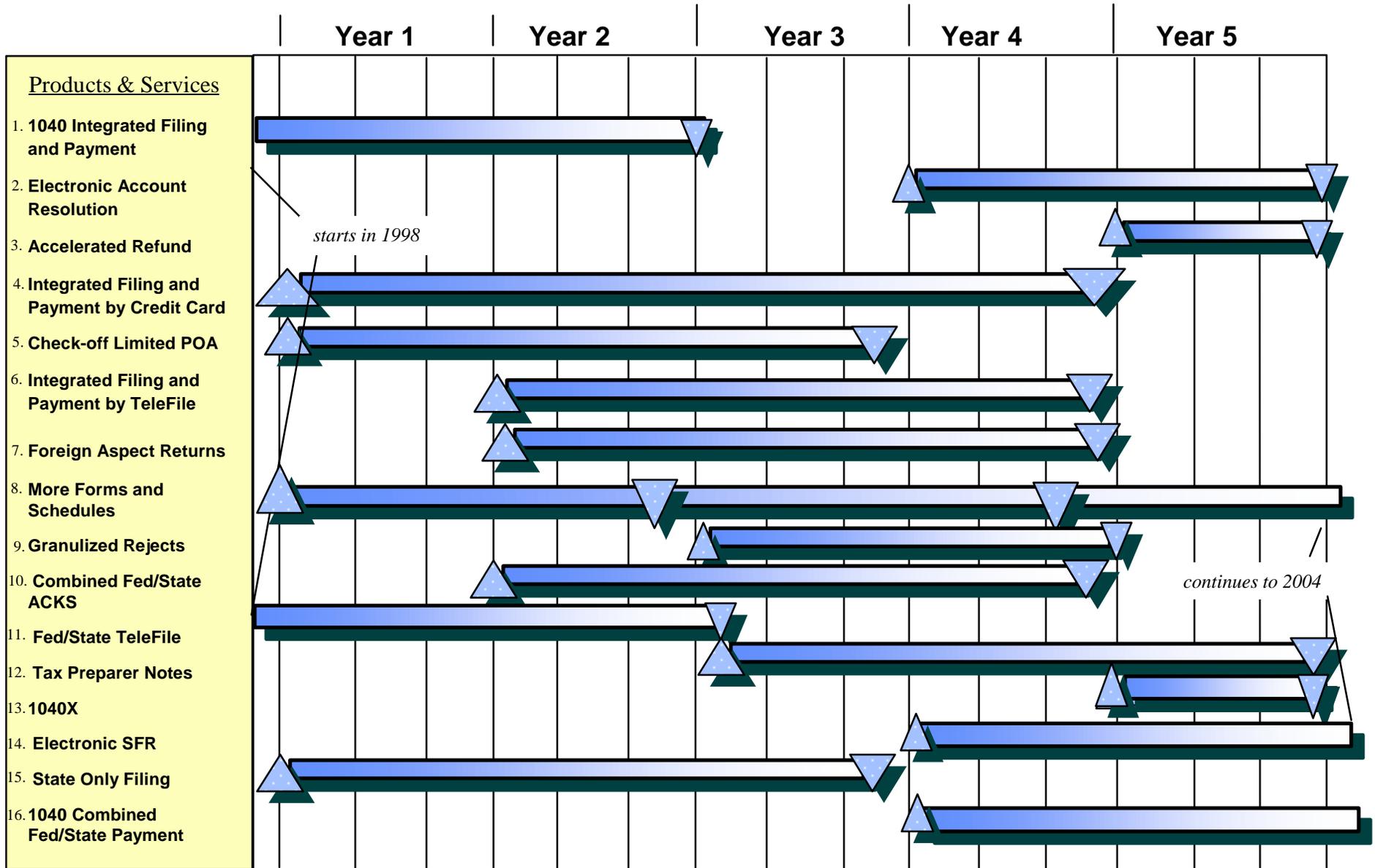
Implementation Schedule

ETA Products and Services

Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Individual Income Tax					
	1 ▲ 8 ▲ 11 ▲	5 ▲ 15 ▲	8 ▲ 4 ▲ 9 ▲ 6 ▲ 7 ▲ 10 ▲	2 ▲ 3 ▲ 12 ▲ 13 ▲	14 ▲ 8 ▲ 16 ▲
Payroll					
40 ▲ 41 ▲ 42 ▲	31 ▲	33 ▲	27 ▲ 30 ▲ 36 ▲	28 ▲ 34 ▲ 37 ▲ 29 ▲ 35 ▲ 38 ▲ 39 ▲	32 ▲
Other Business Returns					
20 ▲		17 ▲	23 ▲ 26 ▲	18 ▲ 22 ▲ 25 ▲ 19 ▲ 24 ▲	21 ▲
Electronic Payments					
43 ▲	45 ▲ 1 ▲ 31 ▲ 44 ▲		4 ▲ 6 ▲ 27 ▲		16 ▲

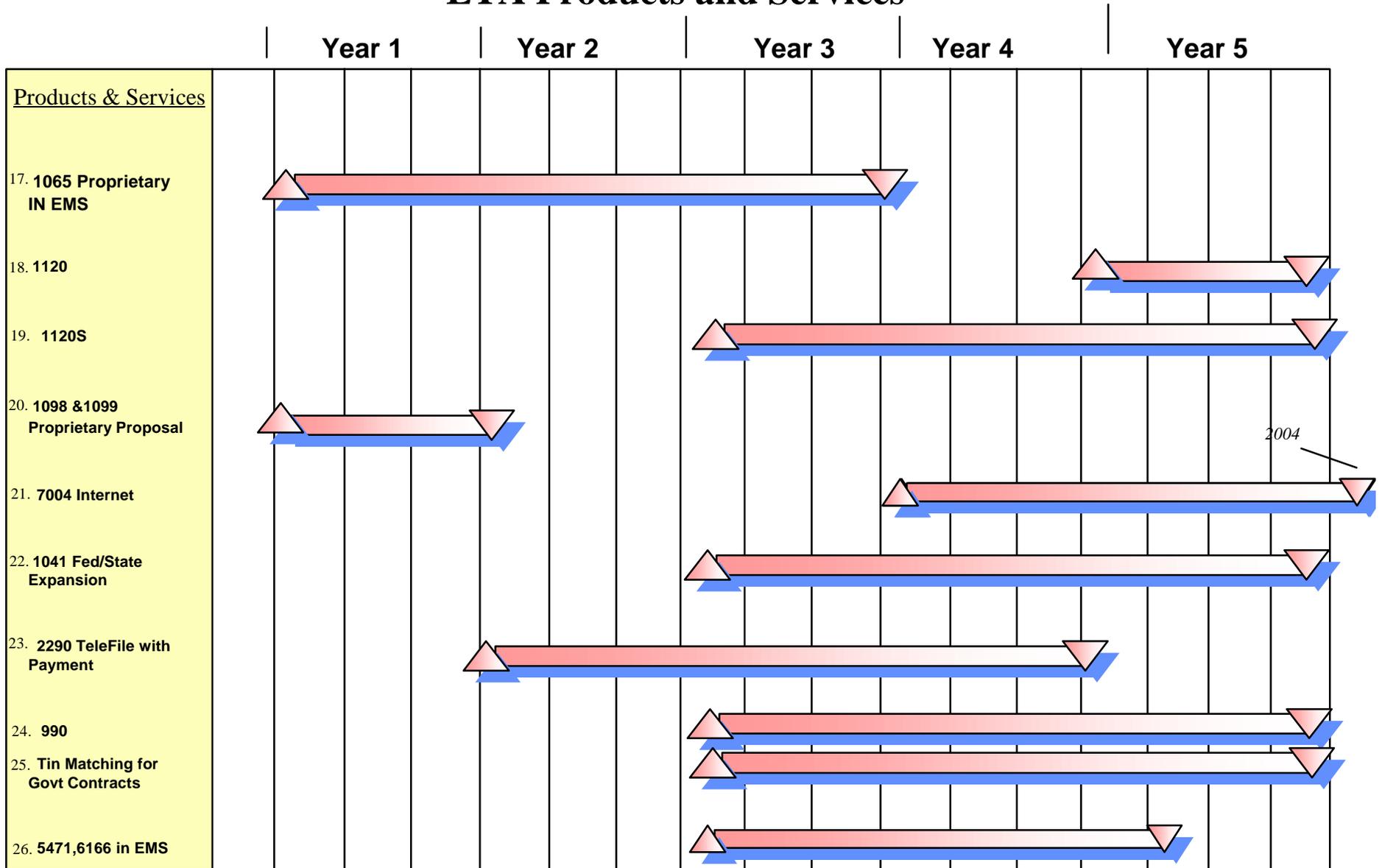
Individual Income Tax

ETA Products and Services



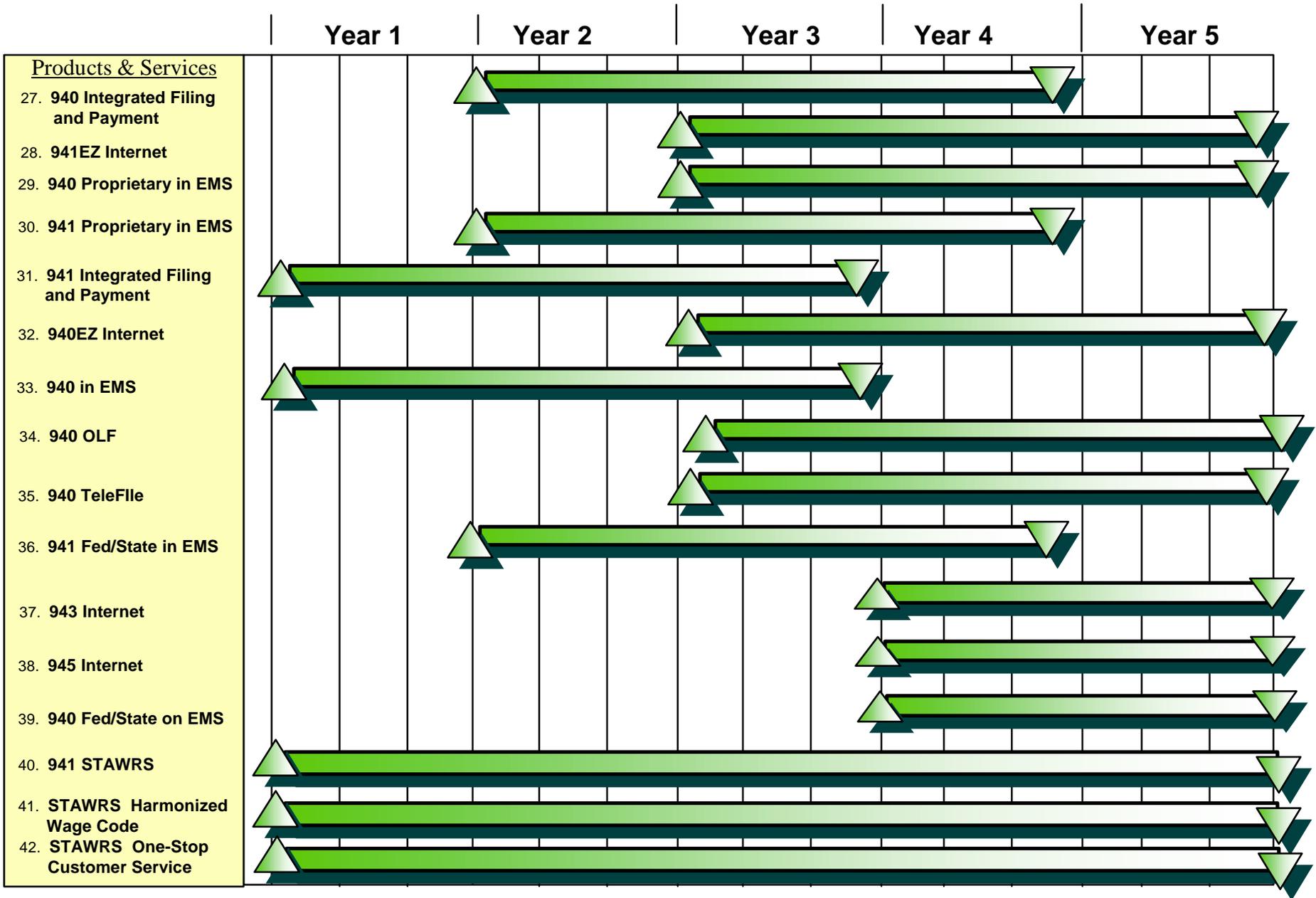
Other Business Returns

ETA Products and Services



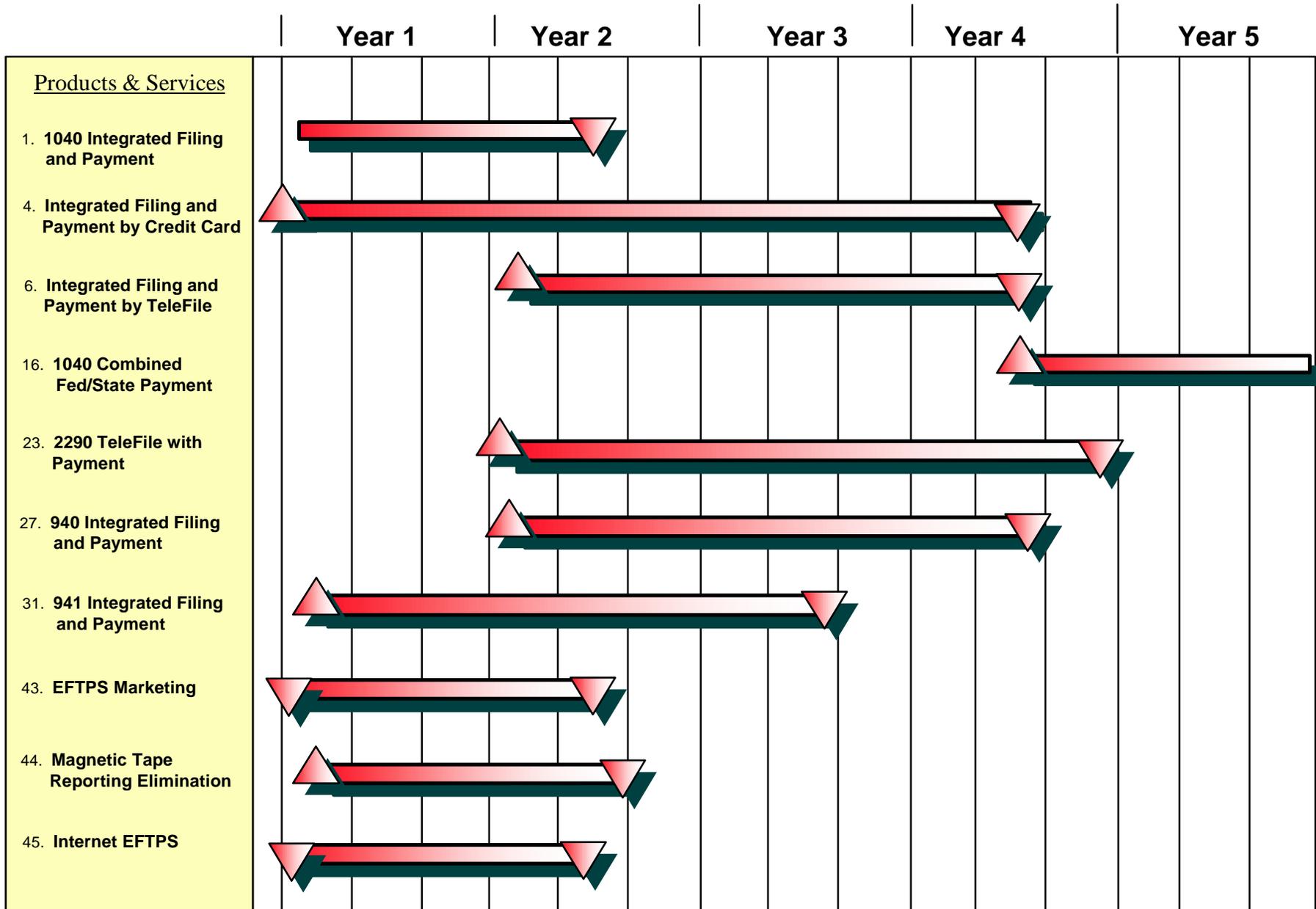
Payroll Tax

ETA Products and Services



Electronic Payment

ETA Products and Services



Electronic Tax Administration Priorities

Offering Innovative Products and Services

**Individual Income Tax
Other Business Returns
Payroll Tax
Electronic Payments**

Building The Foundation

Marketing Services

- **IRS *e-file* Awareness Campaign**
- **Targeted Paid Promotions**
- **Business Marketing**
- **Distribution Channel Management**
- **Field Based Account Management**
- **National Accounts Program**

Management Improvements

- **Private Sector Partnership**
- **Public Sector Partnership**
- **ETA Advisory Committee**
- **Organizational Structure**
- **Economic Insight**
- **Consumer Insight**
- **Customer Champions**
- **Early and Open Communications**
- **Strategic and Tactical Planning**

Technical Infrastructure

- **Authentication**
- **Processing System Consolidation**
- **Performance Analysis**
- **Internet Capabilities**
- **Fraud Prevention and Control**
- **Annual Maintenance**

Electronic Information Services

- **Business Repository**
- **Calculators/On-Line Forms**
- **Corporate Partnership Program**
- **E-mail Capabilities**
- **Electronic Information Capacity**
- **FAQ Database**
- **Interactive Help Desk**
- **On-Line Learning Lab**
- **Library Services**
- **Small Business CD-ROM**
- **Virtual Communities**